

TITLE: Administrative Assistant III

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DEPARTMENT: VariousREPORTS TO: VariousSUPERVISES: May provide work direction to other administrative support staff.DEFINITION:

Performs a variety of complex administrative support activities to contribute to efficient office operations requiring a thorough understanding of department and City programs and procedures.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant III classification is the highest level classification within the Administrative Assistant job series. It is distinguished from the Administrative Assistant II classification by performing the most complex and confidential administrative support assignments, performing administrative office management tasks for department directors or upper-level management and/or on-going leadworker responsibility.

A wide variety of complex tasks are performed under general supervision. Assistance is not readily available from supervisor(s). This classification is expected to function independently in daily tasks and to use initiative and independent judgment on non-routine matters. The Administrative Assistant III acts as lead project coordinator on routine and complex assignments. Problems are identified and solved and only the most unusual/complex problems are referred to a supervisor or specialist. Typically supports a director or upper-level management position.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Coordinates the office operations of a department director or manager.

- Develops office procedures, routines and processes for department/division.
- Screens incoming calls, mail, personal visits and other requests evaluating the relative importance of each and forwarding on to director/manager as appropriate.
- Assists with administrative tasks related to personnel, budgeting and facilities.
- Coordinates activities or programs or projects on behalf of the director/manager.

Provides customer service/reception support to internal and external customers.

- Responds to inquiries, in person and by telephone.
- Provides routine, non-routine and technical information regarding City, department and/or program area.
- Greets and directs visitors.

Provides administrative support using computer software skills.

- Composes and types complex detailed documents including letters, memos, minutes and other material from draft, dictation or general instructions.
- Proofreads and edits documents, presentation materials, brochures and other materials for grammar, clarity, punctuation and spelling; Examines documents for completeness and accuracy; May correct errors in basic math, names, addresses or other data.

- Enters data into computer system from a variety of documents.
- Creates complex templates, macros, presentation materials, slides, charts and graphics.
- Develops and maintains databases for tracking departmental/program information; Creates and produces complex reports from database as required and necessary.
- Trains staff in the use of computer macros, templates, software, data entry procedures, hardware, as well as City/department/division rules and regulations.

Provides budget and/or management plan support.

- Coordinates and assembles information for creation/update of document.
- Researches and tracks information throughout the year.
- Enters data and generates reports for management information and review.

Supports department/program in purchasing function.

- Tracks, orders and maintains office supplies.
- Initiates purchase requisitions and completes account coding on documents.
- Distributes purchase orders.
- Tracks department payments.
- Trains others on the City's purchasing system.

Provides general administrative support.

- Coordinates meetings, calendars and/or travel arrangements for director/manager; Resolves conflicting demands.
- Serves as administrative support to boards, commissions, councils and committees; Prepares agendas and supporting materials; Takes and transcribes minutes; Conducts follow-up; Prepares and posts public meeting notices.
- Acts as project coordinator on major administrative projects.
- Coordinates materials for distribution.
- Photocopies and faxes documents.
- Processes a variety of moderately difficult to complex paperwork including expense reports, petty cash requests, TARs, purchase orders, invoices, etc.
- Creates and maintains electronic and manual filing systems; Enters and retrieves information from filing systems; Produces complex reports from data.
- Coordinates or participates in the coordination of various inter-departmental and public matters such as material or information exchanges between departments, court schedules, building maintenance, etc.
- Collects and compiles data; Prepares standard forms, reports, requisitions and vouchers.

OTHER JOB FUNCTIONS

May supervise or provide lead direction to other administrative support staff; Trains, assigns and assesses the work of assigned employees.

Performs other related duties as assigned.

WORKING CONDITIONS:

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. May be required to lift office supplies and equipment weighing up to 25 lbs.

QUALIFICATIONS:

Knowledge of:

- Thorough knowledge of office practices, procedures and equipment.
- Standard business English composition, spelling, grammar and punctuation.
- Advanced level knowledge of word processing, database and spreadsheet software.

Ability to:

- Operate standard office equipment such as microcomputer, transcriber, typewriter and ten key.
- Establish and maintain filing and recordkeeping systems.
- Prepare complex reports, correspondence, and records.
- Maintain the confidentiality of sensitive materials.
- Learn, apply and explain in detail the City and departmental policies and procedures.
- Work independently, prioritizing multiple tasks for self and others to meet deadlines while maintaining accuracy and attention to detail.
- Communicate effectively, both orally and in writing.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D. and five or more years of progressively responsible administrative support experience.

Licenses, Certificates, and Other Requirements

A valid driver's license may be required for some positions in this classification.
May require specialized certification depending on job assignment.